

**The Department of Social Services
Job Opportunity**

Eligibility Services Specialist

Posting Date: July 17, 2006

Closing Date: July 31, 2006

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

The Department of Social Services is currently accepting applications for one (1) Eligibility Services Specialist within The Bureau of Assistance Programs – Adult Services Unit.

Open To: State Employees

Position: Eligibility Services Specialist (P-2)
Position No. 84237

Location: 25 Sigourney Street, Hartford, CT 06106

Salary Range: \$1,819.58 - \$2,272.11 Biweekly

PURPOSE OF CLASS: In the Department of Social Services this class is accountable for acting as a working supervisor and policy specialist in the provision of eligibility services to clients of the department's various assistance programs and may provide a broad range of client services and economic support aimed at maintaining or achieving a client's full potential for self-direction, self reliance and independent living.

GUIDELINES FOR CLASS USE: This is an advanced working level class. Incumbents may serve as a working supervisor of lower level staff providing eligibility services to agency clients, and/or may provide specialized client services designed to foster client independence within designated client programs.

SUPERVISION RECEIVED: Receives general direction from an Eligibility Services Supervisor or other employee of higher grade.

EXAMPLES OF DUTIES: Plans unit workflow and determines priorities; schedules, assigns, oversees and reviews work; establishes and maintains unit procedures; provides staff training and assistance including monitoring and assessing current and projected needs; provides technical and procedural support to staff; conducts or assists in conducting performance evaluations; acts as liaison with operating units, agencies and outside officials such as third party providers, social services agencies and attorneys regarding unit policies and procedures; makes recommendations on policies or standards; prepares reports and correspondence; acts as liaison with Eligibility Services Supervisor concerning unit training needs, practical program implementation problems and effectiveness of unit workflow procedures; acts as unit policy specialist in difficult, unusual and/or complex case resolution; facilitates the resolution of systems and data problems; provides eligibility services and/or vocational services to clients assigned to individual caseload; conducts in-depth interviews with applicants experiencing difficulty in meeting program eligibility requirements; evaluates clients' financial needs and stabilizes economic situation by providing necessary assistance and services; periodically reviews eligibility to ensure correct benefits level; may be responsible for agency components of client Independence Plans: conducts comprehensive social

services assessment to identify potential barriers to employability; provides necessary eligibility, employment and supportive services to reduce barriers and promote self sufficiency; may provide client orientation to agency programs and support services; monitors client progress with employability plan and takes appropriate actions including conciliation and/or sanctioning; may make presentations within agency and/or community; performs related duties as required.

MINIMUM QUALIFICATIONS REQUIRED

KNOWLEDGE, SKILL AND ABILITY: Considerable knowledge of and ability to interpret and apply relevant agency policies and procedures; considerable knowledge of and ability to interpret and apply relevant state and federal laws, statutes and regulations; considerable knowledge of available community support and social services resources; considerable knowledge of common individual and/or family financial practices and investments; considerable knowledge of Eligibility Management System; knowledge of counseling and interviewing techniques; knowledge of employment problems of economically disadvantaged and issues which are barriers to employment; interpersonal skills; oral and written communication skills; interviewing skills; problem solving skills; training ability; ability to maintain client records and prepare reports; some supervisory ability.

EXPERIENCE AND TRAINING: Six (6) years of experience in the determination of client eligibility for public assistance.

SPECIAL EXPERIENCE: One (1) year of the General Experience must have been at the level of Eligibility Services Worker.

SUBSTITUTIONS ALLOWED:

- 1) College training may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling one half (1/2) year of experience to a maximum of four (4) years for a Bachelor's Degree.
- 2) A Master's Degree in a closely related area may be substituted for one (1) additional year of the General Experience.

APPLICATION PROCEDURE: Candidates should forward an "original" Application for Examination of Employment (PLD-1) on or before July 31, 2006 close of business to:

Robin Stewart, HR Assistant
The Department of Social Services
25 Sigourney Street – 12th Floor
Hartford, CT 06106

The Form PLD-1 Employment Application can be downloaded from the State of Connecticut's
Department of Administrative Services Website at
[www.das.state.ct.us/exam/default.asp#APPLICATION FORMS](http://www.das.state.ct.us/exam/default.asp#APPLICATION_FORMS).

Note: This position may be filled by candidates from mandatory Reemployment / SEBAC lists to whom we are obligated to give priority consideration. Applications for this position will be accepted from candidates who took Eligibility Services Specialist Exam No. 060790 and received a passing score. State employees currently holding the above title or those who previously have attained permanent status in this class may apply for a lateral transfer.

The Department of Social Services is an Equal Opportunity / Affirmative Action Employer.